

November 6, 2002

<<Company Name>>

Dear <<Name>> :

Over the last few years, Indiana electric utilities have increasingly relied on new technology or procedures to maintain electric service quality. However, the Commission is concerned that technology and procedures alone may not be enough to maintain electric service quality at the highest possible level. In addition, the Commission is concerned that the level of reliability be consistent among electric service providers in our state.

As a result of these concerns, the Commission is launching a review of the current state of electric service quality. This review begins with the enclosed data request. As you see, the data request is relatively long and very comprehensive. The Commission has taken a broad view of what electric service quality entails. The data request focuses on three main elements; reliability, safety and customer service.

Once staff has reviewed the data request responses, the Commission intends to hold a series of workshops that will explore more narrowly defined topics. The Commission anticipates that some workshops will lead directly to a formal rulemaking on specific issues. Other workshops may lay the groundwork for future rulemakings but will not result in immediate actions. Finally, some workshops may simply provide education for the Commission and other participants and no formal rulemaking or other action will be necessary.

For your convenience, the data request is available on the Commission's website at [www.IN.gov/iurc](http://www.IN.gov/iurc). The Commission encourages you to submit your responses electronically so that they can be easily posted to the website. Alternatively, you can send your responses to Indiana Utility Regulatory Commission, Electric Division, 302 W. Washington St., Suite E306, Indianapolis, IN 46204, Attn: Laura Cvengros by January 3, 2003. If you have any questions about the data request, please contact Laura Cvengros at (317) 233-5315 or [lcvengros@urc.state.in.us](mailto:lcvengros@urc.state.in.us).

The Commission believes that although this initial data request may be a bit burdensome, it will result in better designed and more productive workshops in the future. Thank you for your support and cooperation in this endeavor.

Sincerely,

William D. McCarty  
Chairman

Cc: Commissioner Hadley  
Commissioner Swanson-Hull

Commissioner Ripley  
Commissioner Ziegner